Annex G: Personal Academic Support System

The Personal Academic Support System (PASS) at Kent provides academic and personal advice, guidance and support for students throughout their period of study, both within Schools and through central University services.

1 Academic Advice

1.1 All students will be assigned an Academic Adviser at the beginning of their period of study who will be an academic member of the teaching staff. The Academic Adviser will play a proactive role in supporting the academic development of students by providing academic advice and guidance at key stages, reviewing overall academic progress and skills development, and advising on opportunities for development.

1.2 The Academic Adviser will assist students with planning their academic development (Personal Development Plan - PDP) by advising on constructive strategies for improvement, wider opportunities for engagement and professional development.

1.3 The Academic Adviser will refer students to specialist sources of advice, pastoral and/or support provided in Schools (see 2 below) and University services (see 3 below), as required.

1.4 Further guidance regarding the role of Academic Advisers is available at https://www.kent.ac.uk/teaching/advisers/documents/academicadvisershandbook%2015.pdf

2 Academic Support and Progress Monitoring

2.1 Each School will establish and publicise a clear system of academic support and progress monitoring for all its students (full- and part-time). Schools may operate any part of this system at a subject level, as appropriate.

2.2 The arrangements for academic support and monitoring provided by each School should be communicated clearly and fully to students and, while reflecting the range and detail of support available, should at a minimum ensure that students can consult named officers in the School for all of the following areas:

(i) Academic programme, including:
   - Module choice and programme structure
   - Change of module or programme
   - Progression routes
   - Further/advanced study

(ii) Academic support, including:
   - Study skills
   - Academic integrity/discipline
   - Learning resources
   - Academic problems/difficulties

Schools are responsible for ensuring that a list of named officers, their roles and contact details are published on the School website to students, including a single point of contact (email) for enquiries on these matters outside office hours. Enquiries should be responded to by the next working day, where possible.

2.3 Each School will establish and publicise a regular system of monitoring student attendance for formal teaching sessions (as appropriate, lectures, supervisions,
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seminars, laboratory classes) and individual student progress, including the submission of required coursework. In addition, Schools should consider how best to stimulate improved performances in all students. The monitoring system must ensure:

2.3.1 That lack of attendance at required teaching is identified at an early stage.
2.3.2 That academic progress is monitored at least once, normally at the halfway stage of a module.
2.3.3 That academic progress for each student is monitored across all modules.
2.3.4 That students whose progress is not adequate are interviewed by an officer of the School.

2.4 Each School will review at least once a term any general issues thrown up by the monitoring of individual students' progress and inform the Academic Adviser, who may wish to refer the student to specialist advice and/or support.

3 References
Each School will have responsibility for ensuring that an appropriate mechanism is in place to provide references upon request. Students will be responsible for completing and making available to their School a Personal Development statement so that an accurate reference may be written.

4 University Services
As part of the Personal Academic Support System, the University provides professional services for students to meet a diversity of needs. The University will ensure that the range and availability of these services is well publicised to students and staff. School officers responsible for PASS should in particular be aware of the full range so that they can refer students as appropriate to the relevant service. These services include:

- The Accommodation Office
- Information Services (including the Computing Service and Library)
- Unit for the Enhancement of Learning and Teaching (including the Student Learning and Advisory Service)
- Centre for English and World Languages (CEWL)
- The Faculties Support Office
- Registry offices such as International Partnerships/Recruitment, Financial Aid, Student Records and Examinations, Enrolment and Management Services
- Kent Union Student Advice Service
- Student Services, including:
  - Careers and Employability Service
  - Student Support and Wellbeing
  - Counselling
  - College Masters' Offices
  - The University Medical Centre
  - Chaplaincy
- Equality and Diversity
- The Graduate School